**SUMMARY**

To be an integral part of the hospitality Industry through smart and hard work, enthusiasm, initiative ad a learning attitude towards any assignment taken up, working with the sole aim of guest satisfaction and achievement of organizational goals.

**HIGHLIGHTS**

* Customer Satisfaction
* Employee Relations
* Detail Oriented
* Staff Training
* Employee Relations

|  |  |  |
| --- | --- | --- |
| **EXPERIENCE** |  |  |

**07/2014toPresent Floor Manager**

**Virasat Restaurant –Jaipur Rajasthan**

* Maintain complete knowledge of and comply with all departmental policies, service procedures and standards.
* Ensure that standards are maintained at a superior level on a daily basis.
* Check storage areas for proper supplies, organization and cleanliness.  Instruct designated personnel to rectify any cleanliness/organization deficiencies.
* Monitor guest reactions and confer frequently with service staff to ensure guest satisfaction.
* Check the status of all orders and ensure that they are delivered within designated timelines.
* Monitor and ensure that all tables are cleared and reset according to department procedures.
* Assist restaurant staff with their job functions to ensure optimum service to guests.
* Provide feedback to staff on their performance.  Handle disciplinary problems with a manager and counsel employees according to hotel standards.

**09/2010to07/2014 Captain / Supervisor**

**Hotel Panchsheel –Jaipur Rajasthan**

* Supervising the food and beverage operations, cost control, f &b control.
* Actively organizing the alternate dinning for the guest.
* Take necessary step to improve the sale of the outlet.
* Assisting the auditor in f &b auditing.
* Proper allocation of staff for developing their skills.
* Menu Planning & Engineering.
* Preparing duty roaster of the concerned staff.
* Conducting the outlet briefing & attending the meetings.
* To prepare the departmental training plans with coordination of Restaurant Manager.
* To check for guest feedback for their meal & drink experience by analyzing daily guest comment cards.
* Working on increasing the footfalls in the outlets.
* Planning of marketing the product.
* Corporate relationship.

**12/2008to07/2010 Waiter / Steward**

**Hotel Panchsheel –Rajasthan**

* To assist in mis-en-place and restaurant / outlet layout.
* To ensure that all the tables are properly arranged and are not wobbly.
* To ensure that the linen is picked up from the linen department, and returned at the end of the shift.
* To ensure that enough par stocks are maintained for the items required for the smooth running of the restaurant/outlet.
* To ensure that the cruet-sets, sauce bottles are cleaned and topped up on a daily basis.
* To ensure that the order is picked up from the kitchen and brought to the side-station, so that the steward may serve the Guest promptly.
* To ensure that the Guests water goblets/tumblers are constantly topped.
* To clear the side station and keep it neat and tidy at all times.
* To keep the side station well stacked at all times.
* To take dirties to the wash-up and collect them when washed.
* To be aware of the menu and beverages served in the outlets.
* To ensure quality in all aspects of the jobs.

**11/2007to09/208 Guest Service Coordinator (Front Office)**

**Taj Holiday Village- Goa**

* Welcome and register guests and offer those services and room rates.
* Issue room key and forward instructions to Bell Person.
* Keep records of room availability and guests’ accounts.
* Maintain the hotel’s high standard of service and hospitality.
* Provide the maximum quality of service to the guests.
* Assist guests with common services and answer any general queries.
* Represent the Hotel in regard to guest complaints and situations that require instant action.
* Collect payment following all cash handling rules.

**Education**

2007 **P.G.Hotel Management**

Post-graduation in hotel management and catering technology and catering.

IHRM- Panjim GOA

2003 **B.A : Bachelor of Arts**

B.K.College. Belgaum Karnataka



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